Revamping of public grievances redressal system

2313. SHRI B.J. PANDA:
MISS MABEL REBELLO:

Will the PRIME MINISTER be pleased to state:

(a) whether CVC proposes to revamp the public grievances redressal system;

(b) if so, the details thereof; and

(c) the reforms proposed to be implemented to curb corruption specially in Government offices and also to make the grievances cells in different departments more effective?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI VASUNDHARA RAJE): (a) & (b) The Central Vigilance Commission (CVC) does not deal with public grievances redressal system which is under Cabinet Secretariat and Department of Administrative Reforms and Public Grievances. The Commission, however, has in place a complaint system for the public to lodge complaints relating to corruption of public servants working in Central Government Ministries/Departments, public sector undertakings, nationalized banks, union territories, autonomous organizations like port trusts. The complaints can be lodged either electronically through CVC website cvc.nic.in or written complaints through mail.

(c) It has also been the continuing endeavour of the Government to check irregularities and malpractices in Government Departments. Policies in this regard have been formulated and are continuously monitored and modified in order to make them more effective and responsive to the needs of the changing environment. The annual Action Plan prepared by the Ministry of Personnel, Public Grievances and Pensions envisages three-pronged strategy for containment of corruption in public life. It was initially launched in 1985-86 and is

being continued on annual basis. The broad features of the Action Plan are:

(i) Preventive vigilance;

(ii) Surveillance and detection; and

(iii) Deterrent punitive action.

Steps have also been taken in recent past to make the vigilance machinery more effective. These include strengthening the institution of Central Vigilance Commission.

The Freedom of Information Bill 2000 has been passed by the Lok Sabha.

The Lok Pal Bill, 2001 has been introduced in the Lok Sabha on 14 August, 2001.

2. Public grievances in the Govenrment of India are redressed through decentralized system which functions in every Ministry/ Department. The machinery for the redress of public grievances has been strengthened with senior officers being designated as Directors of Grievances in every Ministry/Department, fixing up time limits for disposal of Public Grievances and installation of an interactive web enable Public Grievance Redress and Monitoring System (PGRAMS) in collaboration with National Informatics Centre. (NIC).

Creating of jobs in Tenth-Five-Year Plan

2314. SHRI P.G. NARAYANAN: Will the PRIME MINISTER be pleased to state:

(a) what are the steps taken by Government to create/generate more jobs during the Tenth Five Year Plan period;

(b) if so, the number of jobs to be generated;

(c) the areas which would provide these jobs;

(d) by when, it would be operational; and

(e) what would be the criteria for selection of the candidates for such jobs?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI VASUNDHARA RAJE):